

Example of Customer Letter

May 2013

Product Update: Fuel Fill Pipe Leaks

Dear Civic Natural Gas Owner:

This letter is to notify you of a potential problem with your vehicle and what you should do to resolve it.

What is the problem?

There may be a small leak between the fuel receptacle and the fuel fill pipe. The leak would only occur during fueling, and you may notice a hissing or smell a gas odor.

What should you do?

Contact any authorized Honda dealer for an appointment to have your vehicle's fuel fill pipe replaced. This work will be done free of charge. Please plan to leave your vehicle at the dealer for a day to allow them flexibility in scheduling.

California Owners Only

After completing the repair procedure, your dealer will give you a Vehicle Emission Recall - Proof of Correction certificate. Please make sure the dealer completes and gives you the certificate. Keep the certificate for your records as proof that the emissions recall was completed. Submit the certificate to the DMV only if the DMV requests it.

Because this Product Update campaign affects the vehicle's emission system, the California DMV treats it as an emission recall and will not renew your registration until after your vehicle has been repaired.

Lessor Information

If this is a leased vehicle, and you are the lessor/registered owner, please forward a copy of this notice to the lessee.

What to do if you feel this notice is in error

Our records show that you are the current owner or lessee of a 2012 Civic Natural Gas involved in this product update. If this is not the case, or the name/address information is not correct, please fill out and return the enclosed, postage-paid Information Change Card. We will then update our records.

If you have questions

If you have questions about this notice, or need assistance with locating a Honda dealer, please call Honda Automobile Customer Service at 1-800-999-1009, and select option 4. You can also locate a dealer online at Hondacars.com.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

American Honda Motor Co., Inc.
Honda Automobile Division